

### **ABSTRACT OF THE DISCLOSURE**

Disclosed is a data collection and analysis system that is capable of extracting data from various disparate sources, i.e., contact channels, storing the data and analyzing the data to show trends in the business operation. The data is stored in a data model that uses a star schema approach to providing a unified data source. Analyzed data can be made available to users on a nearly real time basis that allows the users to view trends in business operation and plan accordingly.